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Chapter-1.0 Contents of NABH hospital accreditation document kit (4th Edition)
(More than 160 document files)

A. The Total Editable Document kit has 9 main directories as below in word/excel.

Sr. No.	List of Directory	Document of Details		
1.	Hospital Manual	08 files of 50 Pages in Ms. word		
	Department Manual	47 files of 147 pages in Ms. word		
	CSSD Manual	28 file of 34 pages in Ms. word		
	Emergency Preparedness Manual	06 file of 26 pages in Ms. word		
2.	Infection control	08 file of 41 pages in Ms. word		
	Medical Record	03 file of 15 pages in Ms. word		
	HR Manual	01 file of 20 pages in Ms. word		
	Bio Medical Manual	01 file of 11 pages in Ms. word		
3.	System Procedures	08 system procedures of 29 pages in Ms. Word		
4.	Health and Safety Procedures	09 health and safety procedures of 22 pages in Ms. Word		
5.	Process Approach	16 process approach of 42 pages in Ms. Word		
	Standard Operating Procedures (SOPs) Name of departments	78 sops for 187 pages in Ms. Word		
	AAC	12 sops of 46 pages in Ms. Word		
	COP	19 sops of 41 pages in Ms. Word		
6.	CQI	02 sops of 26 pages in Ms. Word		
	General	25 sops of 25 pages in Ms. Word		
	MOM	15 sops of 34 pages in Ms. Word		
	PRE	05 sops of 15 pages in Ms. Word		
7.	System Formats	64 formats for 75 pages in Ms. Word		
8.	Hospital Committee	01 files of 12 pages in Ms. Word		
9.	NABH Audit checklist	02 files of more than 700 questions		

Total 230 files - 630 pages quick download in editable form by e delivery

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B. NABH requirement wise documents list:

Documents mapping Matrix for NABH Standard Requirements					
Doc No Document title					
Punyam/HM/01 Hospital manual					
Access, Assessme	nt and Continuity of Care (AAC)				
Punyam/AAC/01	Scope of services				
Punyam/AAC/02	Registration				
Punyam/AAC/03	Policy for Admission				
Punyam/AAC/04	Filling the admission form				
Punyam/AAC/05	Procedure during non availability of beds				
Punyam/AAC/06	Laboratory safe practices				
Punyam/AAC/07	Radiology services				
Punyam/AAC/08	Admission of patient in ICU				
Punyam/AAC/09	Assessment Policy				
Punyam/AAC/10	Handling and disposal of radioactive wastes				
Punyam/AAC/11 Discharge Procedure					
Punyam/AAC/12 Patient Education on expected cost					
Care of Patients (Co	OP)				
Punyam/COP/01	Uniform care of patient				
Punyam/COP/02	Administration of Anesthesia				
Punyam/COP/03	Admission Criteria for ICU				
Punyam/COP/04	Ambulance services				
Punyam/COP/05	Bed Management in ICU				
Punyam/COP/06	Care of patient under Surgical Procedure				
Punyam/COP/07	Care of Vulnerable Patient				
Punyam/COP/08	Cardiac Pulmonary Resuscitation				
Punyam/COP/09	Criteria for Discharge of Patient				
Punyam/COP/10 Emergency care					
Punyam/COP/11	Handling of Medical Legal Cases				
Punyam/COP/12	End of Life Care				
Punyam/COP/13	Nutritional Assessment of Patient				
Punyam/COP/14	Pain Management				
Punyam/COP/15	Prevention on Adverse Event in Surgical Patient				
Punyam/COP/16	Quality Assurance Programme- Surgical Services				

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Punyam/COP/17	Rationale use of Blood & Blood Products				
Punyam/COP/18	Rehabilitative Services				
Punyam/COP/19 Sedation					
Management of Medications					
Punyam/MOM/01	Pharmacy Services				
Punyam/MOM/02	Hospital Formulary				
Punyam/MOM/03	Acquisition of medicines				
Punyam/MOM/04	Storage of medication				
Punyam/MOM/05	Use of medical gases				
Punyam/MOM/06	Disposal of Chemotherapeutic drugs				
Punyam/MOM/07	Prescription of medicines				
Punyam/MOM/08	Verbal order of medication				
Punyam/MOM/09	List of high risk medication				
Punyam/MOM/10	Dispensing of medication				
Punyam/MOM/11	Use of Implantable Prosthesis				
Punyam/MOM/12	Punyam/MOM/12 Medication administration				
Punyam/MOM/13	Use of Radioactive and Investigational Drugs				
Punyam/MOM/14	Use of Narcotics and Psychotropic Substances				
Punyam/MOM/15	Usage of Chemotherapeutic Agents				
Patient Rights and E	Education (PRE)				
Punyam/PRE/01	Patient Rights				
Punyam/PRE/02	Informed Consent				
Punyam/PRE/03	Protection of patient rights				
Punyam/PRE/04	List of condition required informed consent				
	Patient Charter–Display Copy				
Hospital Infection C	ontrol (HIC)				
Punyam/ICM/01	Infection control manual				
Punyam/CSSD/01	Personal Hygiene				
Punyam/CSSD/02	Personal Attire				
Punyam/CSSD/03	Hand Washing				
Punyam/CSSD/04 Receipt of used material for Processing					
Punyam/CSSD/05	Proper Method of cleaning				
Punyam/CSSD/06	Manual Cleaning				
Punyam/CSSD/07	Cleaning by machines				
Punyam/CSSD/08	Pre cautions to be followed during cleaning				

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Punyam/CSSD/09	Preliminary checking of supplies			
Punyam/CSSD/10	Inspection and Assembling			
Punyam/CSSD/11	Packaging of Instruments set			
Punyam/CSSD/12	Labeling			
Punyam/CSSD/13	Method of wrapping sets			
Punyam/CSSD/14	Procedure for sterilizing linen			
Punyam/CSSD/15	Principles of sterilization			
Punyam/CSSD/16	Steam Sterilization			
Punyam/CSSD/17	Preparation and loading of autoclave			
Punyam/CSSD/18	Bowie and dick test for pre vacuum sterilizer			
Punyam/CSSD/19	Principles of Ethylene Oxide sterilization			
Punyam/CSSD/20	Maintenance and Operation of ETO sterilizer			
Punyam/CSSD/21	Checks for proper functioning of sterilizer			
Punyam/CSSD/22	Environment Cleanliness			
Punyam/CSSD/23	Fumigation of sterile area			
Punyam/CSSD/24	Procedure for outdated items			
Punyam/CSSD/25	Sharp disposal and needle stick policy			
Punyam/CSSD/26	Indexing of records			
Punyam/CSSD/27	Physical separation of sterile and non sterile area			
Punyam/CSSD/28 Maintenance of sterile storage				
Continuous Quality	Improvement (CQI)			
Punyam/CQI/01	Indicator Monitoring system			
Punyam/CQI/02	Sentinel events			
Responsibility of Ma	anagement (ROM)			
Punyam/HC/01	Hospital committee manual			
Facility Managemen	t and Safety (FMS)			
Punyam/EPM/01	Emergency preparedness manual			
Punyam/Bio/04	Bio Medical manual			
Human Resource Ma	anagement(HRM)			
Punyam/HRM/01	Human Resource Manual			
Information Manage	ment System(IMS)			
Punyam/MRD/01	Medical records manual			
Reference docs				
Punyam/GEN/01	Casualty			
Punyam/GEN/02	CCU			
Punyam/GEN/03	СТОТ			

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Punyam/GEN/04	Dialysis
Punyam/GEN/05	Dressing and plaster
Punyam/GEN/06	EEG
Punyam/GEN/07	Endoscopy
Punyam/GEN/08	Enquiry
Punyam/GEN/09	ENT
Punyam/GEN/10	Eye OT
Punyam/GEN/11	General Health Check Up
Punyam/GEN/12	GOT
Punyam/GEN/13	Gynac
Punyam/GEN/14	Kitchen
Punyam/GEN/15	Nursing Station
Punyam/GEN/16	Ortho and Neuro OT
Punyam/GEN/17	Pediatric
Punyam/GEN/18	Physiotherapy
Punyam/GEN/19	Plastic OT
Punyam/GEN/20	Urology and Lithotripsy
Punyam/GEN/21	Security
Punyam/GEN/22	SICU
Punyam/GEN/23	Landry
Punyam/GEN/24	Library
Punyam/GEN/25	Dental
System Procedure	
PRO/SYS/01	Management Review
PRO/SYS/02	Document And Data Control
PRO/SYS/03	Corrective And Preventive Action
PRO/SYS/04	Control Of Quality Records
PRO/SYS/05	Internal Quality Audit
PRO/SYS/06	Control Of Monitoring And Measuring Equipment
PRO/SYS/07	Training
PRO/PRD/01	Control Of Non–Conforming Products / Services
OHS Procedure	
PRO/OHS/01	Hazards Identification And Risk Assessment
PRO/OHS/02	Identification Of Legal And Other Requirements
PRO/OHS/03	Objectives and targets

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PRO/OHS/04	OHSMP			
PRO/OHS/05	Consultation And Communication			
PRO/OHS/06	Operational Control			
PRO/OHS/07	Emergency Preparedness And Response			
PRO/OHS/08	Performance Monitoring And Measurement			
PRO/OHS/09	Incident Investigation, Non-Conformity, Corrective Action And Preventive Action			
Process Approach				
E/SYS/02/BILLING	Billing Section Activity			
E/SYS/02/CAT	CATH (Cardiac Catheterization And Angiography) Laboratory			
E/SYS/02/CSD	Patient Service			
E/SYS/02/EET	ECHO, ECG And TMT Laboratory			
E/SYS/02/ENG	Engineering			
E/SYS/02/HRD	HR			
E/SYS/02/LINEN	Linen Activity			
E/SYS/02/MKT	Marketing			
E/SYS/02/MED	Medical Shop			
E/SYS/02/MCL	Microbiology Laboratory			
E/SYS/02/NST	Nursing Station			
E/SYS/02/PTL	Pathology Laboratory			
E/SYS/02/PUR	Purchase			
E/SYS/02/STR	Store			
E/SYS/02/UTY	Utility			
E/SYS/02/XSL	X Ray And Sonography Laboratory			
Formats For House	keeping			
F/HK/01	Sanitation audit report			
F/HK/02	Pest control report			
F/HK/03	Fumigation report			
F/HK/04	Operation theatre readiness form			
F/HK/05	Toilet Cleaning record			
F/HK/06	Daily Equipment Cleaning record			
Formats For HRD				
F/HRD/01	Credentialing And Privileging Of Nursing Staff			
F/HRD/02	Credentialing And Privileging Of Medical Professionals			
F/HRD/03	Check list for Employee personal record file			

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Formats For Marketi	ng			
F/MKT/01	Suggestion Card			
F/MKT/02	Patient Complaint Report			
F/MKT/03	Inquiry Monitoring record			
Formats For OHS				
F/OHS/01	List of chain pulley blocks, lifts ,pressure vessels etc			
F/OHS/02	Evaluation Of OHS Hazards and Risks			
F/OHS/03	OHS Review Of Prioritization Of Significant OHS Hazards Its Risks Feasibility Analysis			
F/OHS/04	OHSMP Progress Monitoring Report			
F/OHS/05	Near Miss Report			
F/OHS/06	Investigation Report			
F/OHS/07	Safety Inspection Check List			
F/OHS/08	Work Permit Report			
F/OHS/09	First aid box check list			
F/OHS/10	Fire fighting checklist			
F/OHS/11	PPE Preventive Maintenance check points			
F/OHS/12	Location List of fire extinguisher			
F/OHS/13	Fire hydrant checklist			
F/OHS/14	Ambulance review checklist			
F/OHS/15	Earthing pit test report			
Formats For Operation	on			
F/OPN/01	Disposal of non confirming work			
F/OPN/02	Sterilization report			
F/OPN/03	DG Set monitoring report			
F/OPN/04	Steam Boiler Monitoring report			
F/OPN/05	Incineration plant report			
F/OPN/06	Preventive maintenance schedule			
F/OPN/07	Breakdown History card			
F/OPN/08	Request for microbiological testing			
F/OPN/09	Room Check list			
F/OPN/10	Anti termite treatment			
F/OPN/11	Rodent Treatment			
F/OPN/12	Cockroach Treatment			

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Formats For Purchas	se			
F/PUR/01	Purchase Order			
F/PUR/02	Indent cum incoming inspection report			
F/PUR/03	Supplier Registration form			
F/PUR/04	Approved Vendor list			
Formats For Store				
F/ST/01	Daily stock statement			
F/ST/02	Gate pass			
F/ST/03	Preservation assessment Report			
Formats For System				
F/SYS/01	Master list cum distribution list of documents			
F/SYS/02	Change Note			
F/SYS/03	Calibration status of instruments			
F/SYS/04	Master list of records			
F/SYS/05	Quality Objectives			
F/SYS/06	Audit schedule/plan			
F/SYS/07	Internal audit non conformity report			
F/SYS/08	Clause wise document wise audit review report			
F/SYS/09	Continual Improvement Plan			
F/SYS/10	Corrective Action report			
F/SYS/11	Preventive Action report			
Formats For Training	J			
F/TRG/01	Training calendar			
F/TRG/02	Training need cum record sheet			
F/TRG/03	Induction training report			
F/TRG/04	Job description and specification			
F/TRG/ 05	Multi skill Index			
Formats For Admin				
F/BL/01	Admission Check list			
F/BL/02	Discharge Check list			
Audit questions	Self assessment tool kit			
Audit questions	Clause wise audit questions			

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C. Documentation:-

Our document kit is having sample documents required for implementation of NABH hospital accreditation as per latest National accreditation board of hospitals and healthcare provider standard (3rd Edition November 2011) for hospital accreditation standards. The documents are prepared by the highly experienced team of people with rich experience of hospitals system establishment and process improvement and many hospitals are appraised successfully. You need to study the document kit and do necessary changes as per your hospital need and within 2 week your entire documents are ready as well as your team will got many ideas to optimize your process performances to reduce the cost and effort to increase the patient care with all necessary controls and your total documents are ready. If many forms you do not want to use then do not take it but for good system we had given all type of templates and organization use it as per their need and many hospital are certified in 1st trial with the help of our documents from any kind of stringent audit.

Under this directory many files are made in word or excel Document as per the details listed below. All the documents are related to NABH standard for hospitals and user can edit it in line with their own facility and requirements.

1. Hospital Manual:

It covers sample copy of hospital manual details for NABH is implemented. It covers Introduction, scope of service, hospital policy, vision and mission, applicable laws and regulations, Quality policy and organization structure and covers 1st tier of NABH documents.

Details of hospital manual

Sr. No.

- Cover page
- 2. Introduction
- 3. Scope of services
- 4. Hospital policies (Applicability of NABH Standards)
- Vision and Mission
- 6. Applicable laws and regulation
- 7. Quality Policy
- 8. Organization structure

2. Department Manual:

It covers sample copy of department manual for NABH is implemented. It covers 6 department manual of NABH documents details given below:

Details of department manual

Sr. No.

- 1. Central sterility supply department(CSSD) Manual
- 2. Emergency Preparedness Manual
- 3. Hospital Infection control(HIC)
- 4. Medical Record(Part of Information Management system(IMS)
- 5. Human Resource management (HR Manual)
- 6. Bio Medical Manual

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3. System procédures: (08 procedures)

It covers sample copy of system procedures covering all the specific practice areas of 08 processes. Our procedures help the organization to make the best system and quick process improvements. All procedures are divided in 08 system procedures as listed below.

List of system procedures

Sr. No. Name of system procedure

- 1. Procedure for control of non-conforming services
- 2. Procedure for management review
- 3. Procedure for document and data control
- 4. Procedure for corrective and preventive action
- 5. Procedure for control of quality records
- 6. Procedure for internal audit
- 7. Procedure for control of monitoring and measuring equipments
- 8. Procedure for Training

4. Health and safety procedures: (09 procedures)

It covers sample copy of health and safety procedures covering all the specific practice areas of 09 processes. Our procedures help the organization to make the best system and quick process improvements. All procedures are divided in 09 health and safety procedures as listed below.

List of health safety procedures

Sr. No.

Name of health and safety procedure

- 1. Procedure for hazards identification and risk assessment
- 2. Procedure for identification of legal and other requirements
- 3. Procedure for objectives and targets
- 4. Procedure for OHSMP
- 5. Procedure for consultation and communication
- 6. Procedure for operational control
- 7. Procedure for emergency preparedness and response
- 8. Procedure for performance monitoring and measurement
- 9. Procedure for incident investigation, non-conformity, corrective action and preventive action

5. Process approach (16 process approaches):

It covers sample copy of process flow chart covering for NABH. All process flow chart details given below;

List of process approach (16 process approach)

1.	Billing Section Activity	9.	Medical Shop
2.	CATH Laboratory	10.	Microbiology Laboratory
3.	Patient Service	11.	Nursing Station
4.	ECHO, ECG And Trade mill testing(TMT) Laboratory	12.	Pathology Laboratory
5.	Maintenance	13.	Purchase
6.	Training	14.	Stores Process Flow
7.	Linen Activity	15.	Utility
8.	Marketing	16.	X Ray And Sonography Laboratory

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6. SOPs (78 SOPs):

It covers sample copy of SOPs covering Access, assessment and continuity care(AAC), Care of patient(COP), continuous quality improvement (CQI), General, Management of Medicine(MOM) and patient rights and education (PRE) departments. It covers all SOPs details list given below;

List of SPOs (78 SOPs)

Below is the list of area wise standard operating procedures to establish system in respective work areas.

		.00	peoutre work areas.		
	ss assessment and nuity of care (AAC)	27.	Prevention on Adverse Event in Surgical Patient	53.	Urology and Lithotripsy
1.	Scope of services	28.	Quality Assurance Programme - Surgical Services	54.	Security
2.	Registration	29.	Rationale use of Blood & Blood Products	55.	SICU
3.	Policy for Admission	30.	Rehabilitative Services	56.	Landry
4.	Filling the admission form	31.	Sedation	57.	Library
5.	Procedure during non availability of beds		nuous Quality evement (CQI)	58.	Dental
6.	Laboratory safe practices	32.	Indicator Monitoring System	Mana MOM	gement of Medicine()
7.	Radiology services	33.	Sentinel Events	59.	Pharmacy Services
8.	Admission of patient in ICU	Gene		60.	
9.	Assessment Policy	34.	Casualty	61.	Acquisition of medicines
10.	Handling and disposal of radioactive wastes	35.	CCU	62.	Storage of medication
11.	Discharge Procedure	36.	CTOT	63.	Use of medical gases
12.	Patient Education on expected cost	37.	Dialysis	64.	Disposal of Chemotherapeutic drugs
Care	of Patient(COP)	38.	Dressing and plaster	65.	
13.	Uniform care of patient	39.	EEG	66.	Verbal order of medication
14.	Administration of Anesthesia	40.	Endoscopy	67.	List of high risk medication
15.	Admission Criteria for ICU	41.	Enquiry	68.	Dispensing of medication
16.	Ambulance services	42.	ENT	69.	Use of Implantable Prosthesis
17.	Bed Management in ICU	43.	Eye OT	70.	Medication administration
18.	Care of patient under Surgical Procedure	44.	General Health Check Up	71.	Use of Radioactive and Investigational Drugs
19.	Care of Vulnerable Patient	45.	GOT	72.	Use of Narcotics and Psychotropic Substances
20.	Cardiac Pulmonary Resuscitation	46.	Gynec	73.	Usage of Chemotherapeutic Agents
21.	Criteria for Discharge of Patient	47.	Kitchen	Patie Educ	nt rights and ation(PRE)
22.	Emergency care	48.	Nursing Station	74.	Patient rights
23.	Handling of Medical Legal Cases	49.	Ortho and Neuro OT	75.	Informed consent

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24.	End of Life Care	50.	Pediatric	76.	Protection of patient rights
25.	Nutritional Assessment of Patient	51.	Physiotherapy	77.	Requirement of Informed Consent
26.	Pain Management	52.	Plastic OT	78.	Patient charter display

7. Hospital accreditation formats (64 formats)

22.

personal record file

It covers sample copy of forms required to maintain records in the hospital as well as establish control and make system in the organization. The samples given are as a guide and not compulsory to follow and hospitals are free to change the same to suit own requirements. The formats list given below;

List of system formats

		LISI	or system formats		
1.	Sanitation audit report	23.	Fire hydrant checklist	44.	Gate pass
2.	Pest control report	24.	Ambulance review checklist	45.	Preservation assessment Report
3.	Fumigation report	25.	Earthing pit test report	46.	Master list cum distribution list of documents
4.	Operation theatre readiness form	26.	Disposal of non confirming work	47.	Change Note
5.	Toilet Cleaning record	27.	Sterilization report	48.	Calibration status of instruments
6.	Daily Equipment Cleaning record	28.	DG Set monitoring report	49.	Master list of records
7.	Suggestion Card	29.	Steam Boiler Monitoring report	50.	Quality Objectives
8.	Patient Complaint Report	30.	Incineration plant report	51.	Audit schedule/plan
9.	Inquiry Monitoring record	31.	Preventive maintenance schedule	52.	Internal audit non conformity report
10.	List of chain pulley blocks, lifts ,pressure vessels etc	32.	Breakdown History card	53.	Clause wise document wise audit review report
11.	Evaluation Of OHS Hazards and Risks	33.	Request for microbiological testing	54.	Continual Improvement Plan
12.	OHS Review Of Prioritization of Significant OHS Hazards Its Risks Feasibility Analysis	34.	Indent cum incoming inspection report	55.	Job description and specification
13.	OHSMP Progress Monitoring Report	35.	Anti termite treatment	56.	Training need cum record sheet
14. 15. 16. 17. 18. 19.	Near Miss Report Investigation Report Safety Inspection Check List Work Permit Report First aid box check list Fire fighting checklist	36. 37. 38. 39. 40. 41.	Rodent Treatment Cockroach Treatment Purchase Order Room Checklist Supplier Registration form Approved Vendor list	57. 58. 59. 60. 61. 62.	Training calendar Preventive Action report Induction training report Corrective Action plan Multi skill Index Admission Check list
20.	PPE Preventive Maintenance check points	42.	Daily stock statement	63.	Discharge Check list
21.	Location List of fire extinguisher Check list for Employee	43.	Credentialing And Privileging Of Nursing Staff	64.	Credentialing And Privileging Of Medical Professionals
22	Chican not for Employee				

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8. Hospital committee

This gives the list of all 8 committees and formation of committee and functions and guidelines for the committee

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